GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2325
ANSWERED ON:30.11.2016
Outstanding Dues of Telecom PSUs
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Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the loss of BSNL and MTNL is on the increase and they have to recover a large amount from the consumers;

(b) if so, the details of the amount to be recovered with regard to landline services and mobile services separately during the last three years and the current year, along with the details of the amount recovered during the said period;

(c) the details of the outstanding amount of MTNL against Government offices and people''s representatives in Delhi and Mumbai;

(d) whether notices have been issued to the defaulters for non-payment of outstanding amount;

(e) if so, the details in this regard and if not, the reasons therefor; and

(f) the steps taken by the Government to recover the outstanding amount from the consumers of both the PSUs and the action taken by the Government to fix the responsibility for such huge outstanding dues?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a)& (b)

BSNL

No Madam, the loss of BSNL is decreasing during the last three years and BSNL have to recover the outstanding from its consumers as per details given below:-

In respect of BSNL Landline and Mobile services outstanding as on 30-09-2016 is as below:-

<pre> (Amount in crores of rupees)
Year Opening Balance of Outstanding Amount Billed For (ABF) during the year Gross Outstanding Amount recovered
Closing balance of outstanding
2013-14 2850.65 6352.25 9202.90 6632.48 2570.42
2014-15 2570.42 6313.77 8884.19 6479.66 2404.53
2015-16 2404.53 6100.85 8505.38 6683.68 1821.70
2016-17 (Upto Sept.16 1821.70 2896.90 4718.60 2899.94 1818.66
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MTNL:

The loss of MTNL has declined from Rs. 2,893.40 crs in 2014-15 to Rs. 2,005.74 crs in 2015-16. MTNL has to recover a large amount from its customers. Details of outstanding dues and amount recovered during last three years and current year of MTNL are as per Annexure-I and annexure-II.

(c) Details of outstanding amount of MTNL against Government offices and people's representatives in Delhi and Mumbai as on 30.09.2016 is as below: -
(Rs. in Crs.)
<pre>
Delhi Mumbai Total
Basic Wireless Basic Wireless MTNL
11.17 1.18 5.23 11.78 29.36
</pre>
(d) & I Notices have been issued to the defaulters for non-payment of outstanding amount.

(f) Following steps are taken to recover the outstanding amount from the customers of both the PSUs:-

BSNL:

1) Payment reminders through IVRS/SMS are being issued to persuade the customers to make payment before disconnection of their telephones.
2) Phones are disconnected as per the schedule in case of non-payment of dues by customers.
3) Graded discount scheme to incentivize defaulting customers, for clearance of old outstanding dues was introduced.
4) Legal proceedings wherever required are initiated against the defaulters for recovery of dues.
5) The State Governments have been requested to amend their respective Land Revenue Acts so that the defaulted Telephone dues of BSNL can be recovered as land revenue arrears.
6) Circle-wise and Year-wise target for liquidation of outstanding dues are fixed to get the maximum realization.
7) The progress in regard to liquidation of outstanding dues is closely monitored and units are addressed periodically.
8) Instructions have been issued to ensure timely issue of telephone bills and to effect disconnection of telephones for non-payment promptly.
9) If no payment is received despite disconnection, registered notices followed by a legal notices if necessary, are sent.
10) Circles have also been asked to utilize the services of State Government Departments in recovery of outstanding dues.
11) Procedure for settlement of defaulter cases through Lok Adalats has been introduced for recovery of outstanding telephone dues in respect of permanently closed connections.
12) In case any official/agency found responsible, action as per departmental guidelines are being taken which is a continuous process.

MTNL:

1. Automated IVRS reminders and manual reminders are being given regularly,
2. Intimation through SMS to subscribers.
3. The disconnection of the Telephone is resorted as per the Standard Operating Procedures.
4. Visits are being made to the subscriber premises wherever necessary.
5. Recovery Agents were appointed.
6. Recovery through LOK NYALAYA.
7. Recovery through Amnesty Scheme.
8. Wide publicity is given to encourage the customer to settle their old dues by offering discounts.
9. Recovery suits are filed in the court of law as per the procedures.
10. Responsibility is being fixed wherever the SOP has not been followed.

ANNEXURE-I

<pre>
Details of Amount to be recovered during the last three years and current year
(Amnt. In Rs. crores)
Outstanding as on DELHI MUMBAI TOTAL
Basic Wireless Basic Wireless
31-03-2014 467.76 207.54 231.46 58.39 965.15
31-03-2015 469.44 209.31 232.23 56.08 967.06
31-03-2016 466.28 192.70 209.64 51.35 919.97
30-09-2016 470.59 172.81 206.21 51.71 901.32
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ANNEXURE-II
Details of the Outstanding and Recovered Amount with regard to land line and mobile services
(Rs. In Crore)
<pre>
Services As on 31-03-2013 Amount recovered
During 2013-14 As on 31-03-2014 Amount recovered
During 2014-15
Delhi Mumbai Total Delhi Mumbai Total Delhi Mumbai Total Delhi Mumbai Total
Landline 502.57 272.51 775.08 81.06 83.57 164.63 467.76 231.46 699.22 54.62 48.45 103.07
Mobile 196.33 52.78 249.11 49.22 10.11 59.33 207.54 58.39 265.93 42.06 10.66 52.72
Total 698.90 325.29 1024.19 130.28 93.68 223.96 675.30 289.85 965.15 96.68 59.11 155.79

Services As on 31-03-2015 Amount recovered
During 2015-16 As on 31-03-2016 Amount recovered
During 2016-17
(up to Sept'16)
Delhi Mumbai Total Delhi Mumbai Total Delhi Mumbai Total Delhi Mumbai Total
Landline 469.44 232.23 701.67 59.74 57.62 117.36 466.28 209.64 675.92 36.13 32.25 68.38
Mobile 209.31 56.08 265.39 59.29 7.41 66.70 192.70 51.35 244.05 40.06 3.42 43.48
Total 678.75 288.31 967.06 119.03 65.03 184.06 658.98 260.99 919.97 76.19 35.67 111.86
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Note:
1. Recoveries includes Payment, cancellation, write-off and Adjustment.
2. Delhi Mobile Services:- Amount recovered includes collection of current year billing,
as debtor ageing is not available since billing and accounting is on customer account basis instead of invoice based.

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